



## **TTC 2021 Annual Service Plan Round Two Stakeholder Meeting Summary (Evening)**

Tuesday, November 10, 2020

6:30 – 8:00 pm

Meeting held online

### **Overview**

On Tuesday, November 10, 2020, the TTC hosted the second of two planned rounds of stakeholder consultation about its 2021 Annual Service Plan (the Plan). The stakeholders engaged included representatives of city-wide and area-specific organizations and members of the general public with an interest in transit and service planning (see Participant List attached). This second round of consultation included an afternoon session and an evening session, both of which covered the same material and discussion questions. Due to the COVID-19 pandemic, the meetings were held virtually via web conferencing software. This meeting summary covers the evening session, which ran from 6:30 – 8:00 pm.

Between September and October 2020, the TTC shared and sought feedback on the emerging priorities and initiatives for the 2021 Annual Service Plan. This feedback helped inform development of the TTC's final Draft 2021 Annual Service Plan. The purpose of the second round of stakeholder meetings was to share and seek feedback on this final Draft 2021 Annual Service Plan before presenting it to the TTC Board in December. Approximately 16 participants attended the evening stakeholder meeting, along with staff from the TTC. The meeting included an overview presentation and a facilitated plenary discussion (see meeting agenda attached).

This summary includes four sections:

- Key themes in feedback shared at the meeting
- Questions of clarification
- Detailed summary of feedback
- Next steps

*Attachments included: Attachment 1. Agenda, Attachment 2. Participant List, Attachment 3. Post-Meeting Feedback.*

This meeting summary was prepared by Swerhun Inc., third-party facilitation and engagement team retained by the TTC to support the consultation process on the 2021 Annual Service Plan. The intent of this summary is to capture the range of feedback shared at the meeting; it is not intended to serve as verbatim transcript. A draft of this summary was shared with participants for review before finalizing.

## Key themes in feedback shared at the meeting

The following themes reflect a summary of the feedback received from participants during the meeting. The remainder of this summary provides additional detail regarding these and other points participants shared.

**Overall support for the 2021 Annual Service Plan.** Participants expressed general support for the proposed priorities and service initiatives for 2021. They also liked that the TTC demonstrated how it has considered feedback from the previous round of consultation.

**Ensure adequate consultation and communication of service changes to transit riders.** Participants said that it's very important the TTC consult, communicate with, and provide notice to affected communities before making service changes. For example, some said that people in Scarborough East felt the TTC did not communicate about the consolidation and removal bus stops as part of the Eglinton East priority bus lane installation. Proper communication is important to increasing transit riders' support for these kinds of changes. Others said reaching out to diverse communities is key to bringing an equity lens to service planning.

**Take another look at how 2021 initiatives might negatively affect some transit riders.** While participants generally supported the planned major service initiatives for 2021, some shared concerns about specific changes, including the removal of some stops on the Eglinton East corridor and the removal of direct bus service on Scarborough Golf Club Rd.

## Questions of clarification

Following the presentation and throughout the discussion, participants asked questions of clarification, with the TTC providing responses. Responses from the TTC are in *italics*.

### Question about communication of service changes

- **Are there any other route changes the TTC will be implementing in 2021, and, if so, how and when will stakeholders have an opportunity to learn about and share feedback on these changes?** *The TTC makes two kinds of route changes: major changes to route structure (which require Board approval), and minor adjustments, like shifting buses between routes (which the Board has delegated to TTC staff to make without Board approval). For 2021, the TTC is not considering major route structure changes beyond what it has shared with stakeholders as part of this 2021 Annual Service Plan process. Throughout 2021, the TTC will continue to make minor adjustments to improve service.*

### Question about crowding

- **Since the TTC is lowering its crowding standard across the board while keeping its service budget consistent with early 2020, how can it reallocate service to reduce crowding and improve service on the busiest routes?** *The TTC's performance review showed that some routes and modes continue to have lower ridership relative to pre-pandemic levels. The TTC will allocate service from these lower ridership routes to those routes that need it the most.*

### Questions about RapidTO

- **For the upcoming work on Jane Street bus priority, how will you consider priorities like improving travel speed, safety, operating more buses, and consulting the diverse communities that live on or near this corridor?** *The TTC has done extensive background*

*work on the corridor, including getting public feedback on potential service concepts for bus routes on Jane as part of this 2021 Annual Service Plan work. Local councillors have requested that TTC provide additional options on how to provide improved transit service on this corridor while maintaining the number of driving lanes. Once the TTC has developed those options, it will have extensive public consultations to understand travel patterns and meet the different priorities. This consultation will also connect with the diverse population along Jane, which we know relies on local stops to make local trips.*

- **How are you using the King Street Pilot data collection approach to design and operate the Eglinton East bus priority corridor?** *TTC buses are equipped with Automatic Passenger Counters, which allow us to track the number of riders each day — and we also regularly track travel time using Automatic Vehicle Location. Finally, the City has set up cameras to measure traffic along the Eglinton East corridor, which can help pinpoint trends and help inform where service adjustments are needed.*

### Question about rapid transit

- **What is the plan for the Scarborough Rapid Transit (SRT) line? The SRT is extremely unreliable and will eventually need to be replaced.** *The TTC's report on the SRT was supposed to go to the TTC Board meeting in December, but it has been delayed. We are working on making the report as clear and precise as possible by pointing out the trade-offs associated with different options.*

### Questions about consultation process

- **How are you thinking about applying an equity lens to the Annual Service Plan, and which other groups are you including?** *The TTC has a diversity and inclusion lens to service planning which aims to mitigate the impact of any service changes to different groups, including people with disabilities, racialized groups, Indigenous population, and low-income communities, to name a few. In addition, we formed a youth engagement team as part of the 2021 ASP consultation process. The youth engagement team consulted other youth and communities in their local Neighbourhood Improvement Areas to reach people the TTC does not traditionally reach in consultation processes. The TTC is interested in continuing a similar process in future Annual Service Plan consultations.*
- **Are you going to release the results of the public survey and consultation?** *Yes, the reports will be posted on the [TTC's website](#) in November 2020.*

## Detailed summary of feedback

The TTC asked participants their thoughts on the final draft 2021 Annual Service Plan, including any suggested refinements to initiatives proposed in 2021. Responses from the TTC are in *italics*.

### Feedback on the 2021 Annual Service Plan

**General support for the final draft 2021 Annual Service Plan.** Participants expressed general support for the 2021 ASP. They appreciated that the TTC had considered much of the feedback provided to date through the consultation process. Specific initiatives participants liked included changes to service on Brimorton Rd (a change local residents have been wanting for a long time), plans to provide service to Cherry Beach, and new service on Kingston Road.

**Speed up implementation of RapidTO.** Participants said transit riders would like to see improvements to surface transit implemented faster, especially in areas with high rates of COVID-19. *The TTC responded that it understands customers' desire for change to happen more quickly. It has to balance speedy implementation with the need to consult the public on service changes and consider the design of each corridor according to its unique context.*

**Clarity on what integrating microtransit means.** Participants were concerned that microtransit could replace low-performing TTC routes. *The TTC replied that, when it's talking about microtransit in the context of its 2021 Annual Service Plan, it's talking about exploring autonomous vehicle shuttle opportunities and improving connections between TTC service and existing private shuttles (like the private shuttles provided by employers to their employees at Don Mills Station). There are no plans to replace low-performing routes with microtransit. The Province has asked the TTC, along with all transit agencies in the province, to review the possibility of including microtransit in their network. The TTC already considered integrating microtransit services as part of the 5-Year Service Plan and found that, given Toronto's dense urban form, mass transit generally works better than microtransit. The TTC is taking a second look in response to the Province's request but is not anticipating a significantly different result.*

**Concerns about the removal of service on Scarborough Golf Club Road.** Removing service on Scarborough Golf Club Road creates a big gap in north-south service linking Lawrence Ave and Ellesmere Rd between Markham Rd and Morningside Ave. *The TTC responded that, in order to address customer feedback about prioritizing northwest to southeast connections from Scarborough Centre to Kingston/Morningside, it proposed Brimorton and Orton Park routes to maximize its coverage, which resulted in service removal on Scarborough Golf Club Rd. We will take this feedback as advice and give this route another review.*

*Additional related feedback shared by a participant after the meeting: **Consider providing a low frequency route from Kennedy Station to UTSC via Eglinton, Kingston, Scarborough Golf Club, Brimorton, Orton Park, and Ellesmere to continue to provide service on Scarborough Gold Club Rd.** The stretch of Scarborough Golf Club Rd south of Lawrence Ave has never had bus service, and even though some areas, particularly near Confederation Dr, have bus service, it is a significant walk to a transit stop. Providing the suggested low frequency route could reduce the walk to a transit stop and could also take advantage of the RapidTO Eglinton East corridor.*

**Concerns about removal of bus stops along the Eglinton East Priority Bus Lane corridor.** Area residents are frustrated with the way the priority bus lane was implemented, particularly the removal of local stops (including Cedar Drive). Many of these stops serve low-income, racialized communities. The TTC should consider not consolidating them: in some cases, stops are now 900 metres apart, violating the TTC's own service standards. *The TTC responded that, in its public survey about Eglinton East, about 60% of participants considered the consolidated stops adequate for the corridor, while 20% had low support and said local stops need service to decrease customers' walk time. In response, the TTC has temporarily reinstated stops at Beachell, Torrance, and Cedar. The TTC modelled the consolidated stops after the planned stops for the Eglinton East LRT and, in part, to respond to the feedback heard in its 5-Year Service Plan consultation about the need to provide faster, more reliable service. While some of these removed stops may violate the TTC's service standards, the majority were midblock stops close to traffic lights. That said, this priority bus lane is the first implemented in the city; we will continue to monitor and make adjustments to it.*

## Other feedback about the 2021 Annual Service Plan and transit service

Participants shared broader feedback and suggestions about the 2021 Annual Service Plan and other transit service issues.

**Concerns about St Clair bus service west of Gunns Loop.** St Clair bus service (189 Stockyards) has become unreliable and uncoordinated with transit connections west of Gunns Loop, resulting in extremely long wait times. *The TTC responded that it made changes to that service based on feedback from customers that there were too many discontinuous services along St. Clair. We will take your feedback and include it in our post-implementation review of those changes.*

**Connect with the West Donlands Committee to explain in detail changes to the 121 route.** The TTC should connect with the West Donlands Committee and present at their November 23 meeting about the 121 route changes and Cherry Beach service.

**Ensure that the Latinx communities and African diaspora with businesses on Jane Street are consulted as part of the Jane Street RapidTO program.**

### Next Steps

Mark Mis, TTC Head of Service Planning & Scheduling, thanked participants for taking the time to participate and share their feedback. He said the final draft of the 2021 Annual Service Plan will be presented to the TTC Board in the December meeting. The next round of consultation for 2022 Annual Service Plan will begin in January.

## Attachment 1. Agenda

### **TTC 2021 Annual Service Plan Second Round of Stakeholder Meetings**

Tuesday, November 10, 2020

6:30 – 8:00 pm

Meeting held online



#### **Meeting purpose**

To share and seek feedback on the final draft 2021 Annual Service Plan.

#### **Proposed agenda**

**6:30 Welcome, introductions & agenda review**

*Mark Mis, TTC*

*Ian Malczewski, Facilitator, Swerhun Inc.*

**6:40 Update and overview of the 2021 Annual Service Plan**

*Mark Mis, Eric Chu, TTC*

*Questions of clarification*

**7:10 Discussion**

1. What are your thoughts on the final draft 2021 Annual Service Plan?
2. Do you have any final suggested refinements?

**7:55 Wrap up and next steps**

**8:00 Adjourn**

## Attachment 2. Participant List

Listed below are stakeholder groups the TTC invited to participate in the City-wide Stakeholder Workshop. Organizations listed in **bold** attended the workshop. Note that some stakeholder groups had more than one member/representative in attendance.

1LoveMalvern Transportation Working Group	East Scarborough Storefront/Centre for Connected Communities
7 Oaks Residents Association	Eglinton 2020
8-80 Cities	Eva's Initiatives
<b>A Voice for Transit</b>	Evergreen
Access Alliance/Scarborough Cycles	Fair Fare Coalition
Access Alliance/Access Point on Danforth	Federation of Metro Tenants' Associations
Advisory Committee on Accessible Transit	Federation of North Toronto Residents' Association (FoNTRA)
Advocacy Centre for Tenants (ACTO)	First Capital
Albion Neighbourhood Services	Fred Victor
All IN	Free Transit Toronto
Alliance for Equality for Blind Canadians	Friends and Families for Safe Streets
Alliance of Seniors-Older Canadians Network	Friends of Pan Am Path
Anishnawbe Health Toronto	Gilda's Club Greater Toronto
AODA Alliance	Glen Andrew Community Association
Bread & Bricks Social Justice Group	Guelph-Humber Student Association (Ignite)
Canadian Council of the Blind, Toronto Chapter	Guild Renaissance Group
Canadian Hearing Society	Guildwood Village Community Association
Canadian Pensioners Concerned	Highland Creek Community Association
Canadian Urban Transit Association	Homes First
Centennial Community Association	Housing Connections
Centennial College Student Association Inc.	HousingNowTO
Centre for Independent Living in Toronto	<b>Jane Finch Action Against Poverty</b>
Chinese Canadian National Council	Jane-Finch Action for Neighbourhood Change
CivicAction	Jane's Walk
CNIB Foundation / Advisory Committee on Accessible Transit	KCWA Family and Social Services
CodeRedTO	<b>Leaside Ratepayers Association</b>
Community Associations of Northern Scarborough	Lytton Park Residents' Organization
Community Head Injury Resource Services	Malvern Action for Neighbourhood Change
Community Living Toronto	Malvern Family Resource Centre
Confederation of Resident and Ratepayer Associations (CORRA)	Malvern Library
Connect Sheppard East	Masaryk Memorial Institute
Connect Scarborough	Ministry of Transportation
Council of Agencies Serving South Asians	Momiji Health Care Society
Crawford Building Consultants	Native Child and Family Services
Curran Hall Community Association	North American Native Plant Society
CycleTO	North Bendale Community Association
Deep Quong Non-Profit Homes	Older Women's Network
East Scarborough Boys and Girls Club	Ontario Active School Travel
	Ontario Good Roads Association
	Ontario Motor Coach Association
	Ontario Public Transit Association

Our Greenway  
 Out of the Cold. Overnight Hostels  
 pointA  
 Polycultural Immigrant & Community  
 Services  
 Rexdale Community Hub  
 Ryerson Students' Union  
 S+G Urban  
 Salvation Army  
 Scarborough Campus Students' Union  
 Scarborough Centre for Healthy  
 Communities  
 Scarborough Civic Action Network (SCAN)  
 Scarborough Community Renewal  
 Organization (SCRO)  
**Scarborough Families for Public  
 Education**  
 Scarborough Neighbourhood Action Plan  
 (SNAP) Committee  
 Scarborough Residents Unite  
**Scarborough Transit Action**  
 Seneca College  
 Seneca Student Federation  
 Senior Tamils' Centre of Ontario  
 Senior's Strategy Leader  
 Serve!  
 Share the Road Coalition  
 Smart Commute - North Toronto, Vaughan  
 Social Planning Toronto  
 Society of Sharing: Inner-City Volunteers  
 Sound Times Support Services  
 South Etobicoke Transit Action Committee  
 South Eglinton Ratepayers' & Residents'  
 Association (SERRA)  
 St Clare's Multifaith Housing Society  
 Students Association of George Brown  
 College  
 Sunshine Centres for Seniors  
 TAIBU Community Health Centre  
 Tenblock  
 The Centre for Active Transportation  
 The Guild Renaissance Group  
 The Hub - Mid-Scarborough  
 The Neighbourhood Organization (TNO)  
 The Cross-Cultural Community Services  
 Association (TCCCSA)

Toronto Alliance to End Homelessness  
 Toronto Association of Business  
 Improvement Areas (TABIA)  
 Toronto Bicycling Network  
 Toronto Community and Culture Centre  
 Toronto Community Benefits Network  
 Toronto Community Care Access Centre  
 Toronto Community Housing  
 Toronto Council Fire Native Cultural Centre  
 Toronto Council on Aging  
 Toronto Disability Pride March  
 Toronto Electric Riders Association (TERA)  
 Toronto Environmental Alliance  
 Toronto Green Community  
 Toronto Pan Am Sports Aquatic Centre  
 Toronto Seniors Forum  
 Toronto Trucking Association  
 Toronto Workforce Innovation Group  
**Toronto Youth Cabinet**  
 Transport Action Ontario  
 Transportation Equity TO  
 Transportation Options  
**TTCriders**  
 University of Toronto  
 University of Toronto Scarborough  
 University of Toronto Students Union  
 University of Toronto Transportation  
 Research Institute  
 Urban Land Institute  
 Voice for Transit  
**Walk Toronto**  
 Ward 18 Scarborough Southwest School  
 Trustee  
 Ward 19 Scarborough Guildwood School  
 Trustee  
 Ward 22 Scarborough - Rouge Park School  
 Trustee  
 Ward 7 Trustee for TCDSB  
 Waterfront Regeneration Trust  
**West Donlands Committee**  
 West Side Community Council  
 Woburn Community Residents  
 York Federation of Students  
 Youth Action Network  
 Youth Employment Service  
 YWCA Toronto Employment Centre

## Attachment 3. Post-Meeting Feedback

A participant submitted additional feedback after the meeting, included below. This feedback is unedited other than to remove personal identifiable information and adjust formatting.

### Emailed submission #1 November 13<sup>th</sup>, 2020

We are always grateful to be included in these consultations and we encourage the TTC to continue adopting this approach to their Annual Service Plans. I would like to ask a couple of questions and make comments.

- We wanted to know why the crowding standard would be 35 passengers per bus as of January 2021 because it was not explained during the presentation.
- Regarding the equity lens: are there efforts to consult groups that are prominent in ethnic communities and/or are representative of LGBTQ2S or gender? I ask because I felt that there was not gender parity during the evening session.
- In addition to my comment about consulting with the Latino/Latinx community that lives along parts of Jane Street for the Jane RapidTO project, it may be of interest to reach out to the African diaspora that have businesses (e.g. restaurants) along this street.

Wishing you the best with this work.